



CDSS

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**DEPARTMENT OF SOCIAL SERVICES**

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June 9, 2008

ERRATA

ALL COUNTY INFORMATION NO. 1-25-08E

REASON FOR THIS TRANSMITTAL

- ☐ State Law Change
- ☐ Federal Law or Regulation Change
- ☐ Court Order
- ☐ Clarification Requested by One or More Counties
- ☒ Initiated by CDSS

TO: ALL COUNTY WELFARE DIRECTORS  
ALL COUNTY CHILD CARE COORDINATORS  
ALL COUNTY WELFARE TO WORK COORDINATORS  
STAGE ONE ALTERNATIVE PAYMENT PROGRAM PROVIDERS

SUBJECT: CLARIFICATION TO INFORMATION PROVIDED IN ALL COUNTY  
INFORMATION NOTICE (ACIN) 1-25-08: NEW TRUSTLINE  
REGULATIONS IMPLEMENTATION FREQUENTLY ASKED  
QUESTIONS

REFERENCE: ACIN 1-25-08, ALL COUNTY LETTER 08-04

The purpose of this erratum is to provide additional clarification for the above referenced ACIN regarding the new Trustline Regulations Frequently Asked Questions.

The California Resource and Referral (R&R) Network provided further information regarding the Trustline process as well as the Trustline Automated Registration Process (TARP). This erratum includes the revised information and replaces ACIN 1-25-08, dated April 28, 2008.

Three questions were amended from ACIN 1-25-08. Question A2 was amended to include all three steps needed for a provider to become registered with Trustline. Question A3 was amended to state that payment programs should reference the registration date given to them by the R&R Network. Question C4 clarifies that counties should not stop tracking providers until they have received a status from the R&R Network.

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If you have any questions regarding this erratum, please contact Ms. McCaulie Reich, Child Care Policy Analyst, at (916) 657-2144.

Sincerely,

*Original Document Signed By:*

VENUS GARTH, Chief  
Child Care and Refugee Programs Branch

Attachments

c: CWDA

## **Stage One Trustline Implementation FAQs**

### **A. General Trustline Registration Information**

1. Question:

If a child care provider becomes Trustline registered, how long will he or she stay on the Trustline registry?

Answer:

Providers who have completed the Trustline process and are granted Trustline registration will be registered indefinitely; however, a provider's registration status may change depending on the circumstances. For example, if a provider was Trustline registered then later commits a crime, the case would need to be re-evaluated to determine if the previous clearance would need to be revoked or if the provider would remain Trustline registered.

2. Question:

Which entity receives the final Trustline registration (granted/denied) notification letter: the Alternative Payment Programs (APPs), the Resource and Referral (R&R) Network, or the provider?

Answer:

The Community Care Licensing Division (CCLD) sends the Trustline applicant/provider his/her final notification after three steps have occurred. A completed Trustline application must have been received, a cleared status must be received from the Department of Justice (DOJ) indicating there is no criminal history, and the Child Abuse Central Index must show no substantial child abuse reports. If all of these criteria have been met the applicant would then be granted Trustline registration.

If CCLD finds that the Trustline applicant has been convicted of a crime, other than a minor traffic violation, CDSS shall deny the Trustline application. Denial letters are sent directly to the Trustline applicant/provider. The denial letters will indicate whether the Trustline applicant may request an exemption, despite the evidence of a criminal record.

On a daily basis, CCLD sends final notification letters to the applicants/providers who have either been denied or who have had an exemption approval. CCLD also sends the registered providers their DOJ clearance letter every Monday. The same information is also transmitted to the R&R Network every Monday, Wednesday and Friday. When the R&R Network receives the information, the R&R Network sends a notice to the local R&R Program, the APP and the CWD

with the same information the provider receives, whether the provider has been Trustline registered or denied and the date of the clearance or denial.

3. Question:

What is the actual date of Trustline registration?

Answer:

Payment programs should use the Trustline registration date given to them by the R&R Network. This date would be confirmed either by using the automatic receipt of the clearance and closure/denial letters or by calling or faxing the R&R Network with a specific name and identification number.

Payment programs should not use applicant's letters from CCLD as proof of their Trustline registration as the letter could be fraudulent or contain old information (i.e. after receipt of the "Registration Letter" the person could have had their case subsequently closed or denied).

4. Question:

How are parents and new providers informed of the new Trustline requirements?

Answer:

Informational brochures are being developed by CDSS that will inform parents and providers about the new Trustline requirements. These brochures will be made available in an ACIN that is expected to be released soon. CWDs that have developed their own informational material are encouraged to share information with other CWDs.

5. Question:

How is the Trustline Automated Registration Process (TARP) different than the regular Trustline application process?

Answer:

The non-automated Trustline application process requires a provider's application to be mailed to CDSS and the fingerprints sent to DOJ. The applications are then manually entered into the Caregiver Background Check (CBC) System. TARP uses live scan machines to send both the application information and the electronic fingerprints to CDSS simultaneously. This reduces the processing time for Trustline applications.

6. Question:

What are the benefits of TARP?

Answer:

TARP decreases the amount of time it takes for CCLD to process Trustline applications as well as ensures that the R&R, CWDs, APPs and providers will receive faster notice of Trustline registration. TARP also should eliminate the Caregiver Background Check Bureau (CBCB) from receiving incomplete applications from the TARP counties.

7. Question:

Will TARP be implemented statewide?

Answer:

TARP will not be implemented statewide; however, there will be at least one TARP site located in 24 counties, serving approximately 80 percent of the California Work Opportunities and Responsibility to Kids (CalWORKs) population. The goal is to have all sites implemented by July 2008. Currently, TARP is implemented in the following counties: Kern, San Bernardino, San Diego, Shasta, Siskiyou, Tehama, Butte, Sacramento, San Francisco, San Luis Obispo, Solano, Ventura, Contra Costa, San Joaquin, San Mateo, Fresno, and Santa Barbara. Implementation of TARP is anticipated by July 2008 for the following counties: Riverside, Orange, Alameda, Placer, Santa Clara, Sonoma and Los Angeles.

## **B. Forms Update**

1. Question:

What is the target date for revising the Notices of Action and the Child Care forms that are needed to implement the new Trustline regulations?

Answer:

The updated forms were posted on the CDSS website with the All County Letter (ACL) 08-04 on January 16, 2008. The forms were modified to reflect the new Trustline registration requirements and Health and Safety Self-Certification exemptions. The reference to great grandparents, great aunts, and great uncles has been deleted from the Declaration of Exemption from Trustline Registration and Health and Safety Self-Certification (CCP 1) and the Health and Safety Self-Certification for license-exempt providers (CCP 4).

The 120-day retroactive payment period language was added to the CalWORKs Stage One Child Care Request Form and Payment Rules (CCP 7).

The Notices of Action (NA 833, NA 834 and NA 835) include the retroactive timeframe language and incorporate the new regulations into the rules section.

CDSS plans to revise the CW 115/115A and is currently in the process of revising the NA 832. After the CWDA has reviewed the changes and CDSS approves, CDSS will issue a subsequent notification.

### **C. 120-day Retroactive Timeframe**

#### **1. Question:**

Please explain the 120-day retroactive timeframe.

Answer:

The 120 retroactive payment rule, as cited in the Manual of Policy and Procedure (MPP) section 47-430.2, states that a provider who becomes Trustline registered will be retroactively paid for his/her services from the Trustline registry date back to the date that services were both requested and provided. This payment period cannot exceed 120-days. In the event that the date services were requested differs from the date that the services were provided, the 120-days begins on the latter of the two dates. For example, if child care was requested on December first, and a provider began providing care on December tenth, then December tenth would be the end mark for the 120-day retroactive payment period. Below are more examples of the retroactive period:

Example A: Services were both requested and provided on February 15 and the provider was Trustline registered on April 22. The retroactive payment would be for the services provided during those 67 days.

Example B: Services were requested on February 1 and provided on February 5 and the provider was Trustline registered on May 5. The retroactive payment would be for the services provided from the date that both the services were requested and provided (in this example February 5) until the Trustline registry date, (May 5) which equals 90 days.

Example C: Services were both requested and provided on February 1 and the provider was Trustline registered on July 5. Since the provider was Trustline registered after the retroactive period as stated in MPP section 47-430.2 (a) the payment would be for services provided for 120-days. Please note that the date that both services are requested and provided and the Trustline registration date are the end marks for the retroactive period. It is each county's discretion as to

which date is the beginning and end date based on how they choose to track providers.

2. Question:

Please explain the 30 day retroactive timeframe for licensed, Trustline-exempt, or existing Trustline providers.

Answer:

MPP section 47-430.21(a) allows for 30 day retroactive payments to providers who are licensed, Trustline-exempt or who have already been Trustline registered if they have begun providing child care services before the parent requests the services. For example, a Trustline-exempt provider begins caring for a child on January 15; however the parent requests child care services on February 1. The provider is allowed 16 days of retroactive pay, if all other eligible criteria is met.

3. Question:

How should CWDs communicate the 120-day timeframe to parents and providers?

Answer:

MPP section 47-430.2 states that providers can only be paid retroactively for Stage One child care up to 120-days; therefore, communication with parents is imperative. Once the need for child care is determined, eligibility workers and/or child care coordinators should explain the 120-day retroactive timeframe and how it may affect their child care needs. Ongoing communication with parents should be expanded to include a notification to parents when 30, 60 or 90 days of the 120-day retroactive payment period has elapsed. This notification should include the option for the parent to choose another provider in case the chosen provider does not become Trustline registered. An example of this notification, which CWDs may utilize, is attached to this ACIN. Other suggestions on how CWDs may communicate the 120-day timeframe are to include a discussion of the timeframe during an orientation or distribute flyers in the waiting area.

Also, CWDs should encourage parents/providers to check on the Trustline application status by calling the R&R Network at (800) 822-8490. Operators will be able to assist them in making sure their application was received and give them information regarding their application status.

4. Question:

May a parent change providers during the Trustline registration process?

Answer:

Yes, if a parent chooses to change providers during the Trustline registration process they are able to do so. The 120-day retroactive payment period would start over for the new provider. If the old provider subsequently clears Trustline they are entitled to payment for the services provided. The new provider will also be required to be Trustline registered before he/she is paid for services. Therefore, CWDs should not stop tracking providers until a registered or denied status has been received from the R&R Network.

#### **D. Seven Days Application Timeframe**

1. Question:

Do the Trustline regulations require providers to submit a completed Trustline application package within seven calendar days?

Answer:

Yes, the language in MPP section 47-620.11 was changed to state “providers must submit a completed Trustline application package within seven calendar days, or as soon as possible, from the receipt of the Trustline application package.” The intent of the regulations is to encourage providers to begin the Trustline application process as soon as possible. This will facilitate timely Trustline registration and payment. The regulations do not impose any penalties on providers who do not submit their applications within the proposed timeframes; however, CWDs should communicate with parents and/or providers, the importance of returning the application and potential negative impact on child care reimbursements if completed applications are not submitted in a timely manner.

2. Question:

What happens if the provider does not submit the Trustline application within seven days?

Answer:

As mentioned above, the regulations do not allow a penalty to be imposed for failing to submit the Trustline application within the proposed timeframes. The intent of the language in MPP section 47-620.11 is to encourage providers to

begin the Trustline application process as soon as possible to facilitate timely Trustline registration and payment.

## **E. Grandfathering in the Great Grandmothers/fathers, Great Aunts, and Great Uncles**

### **1. Question:**

How do the Trustline regulations affect great grandparents, great aunts and great uncles who were providing child care services, or who were in the application process prior to February 1, 2008?

Answer:

As specified in MPP section 47-301.22(a), as of February 1, 2008, great grandparents, great aunts, and great uncles who were currently providing care or in the application process, are exempt from the Trustline registration process and the Health and Safety Self-Certification requirements. If the family changes child care providers and/or if the provider serves children of no relation on or after February 1, 2008, the provider must meet both the Trustline registration and the Health and Safety Self-Certification requirements before payments will be made.

## **F. Provider Clearance Concerns**

### **1. Question**

How do the Trustline regulations affect license-exempt providers who are in the application process before February 1, 2008?

Answer:

License-exempt providers who submitted a completed Trustline application before February 1, 2008, would continue to receive payments while their Trustline application is in process. If the family changes child care providers on or after February 1, 2008, the provider must meet both the Trustline registration and the Health and Safety Self-Certification requirements before payments will be made.

## **G. Processing Period**

### **1. Question:**

According to MPP section 47-120.311, CWDs may deny a child care request if provider information is not received in 30 days. How does this affect providers

who need to be registered for Trustline and do not receive the status within 30 days?

Answer:

MPP section 47-120.311 does not mandate a CWD to deny a child care request if provider information is not received in 30 days. The permissive language in this section gives the CWDs flexibility to consider all factors before determining if a case that exceeds 30 days should be closed. This places an emphasis on the importance of communication to the parent and provider regarding the status of their Trustline registration.

## NOTIFICATION OF PARENTAL CHOICE WITH TRUSTLINE REGISTRATION

TO: \_\_\_\_\_  
Parent's Name

You have chosen a provider that is currently in the Trustline registration process. However, as of \_\_\_\_\_, the California Department of Social Services (CDSS) has not been able to determine the Trustline registration status of your chosen provider.

Date

This is to notify you that, as of the above date:

- ☐ 30 days
- ☐ 60 days
- ☐ 90 days

of the 120-day retroactive payment period has elapsed.

As of February 1, 2008, license-exempt child care providers, except those who are Trustline-exempt as specified in the California Work Opportunities and Responsibility to Kids (CalWORKs) Manual of Policy and Procedure (MPP) Section 47-260.2, must be registered with Trustline before payment for child care services can be made. In accordance with the MPP, licensed-exempt providers who are granted Trustline registration are entitled to receive retroactive payment for up to 120 calendar days.

Also, this notice is to advise you that you have the option to choose another child care provider. If you are interested in changing your provider or if you would like more information on the other options that are available to you, please contact your child care coordinator listed below:

Child Care Coordinator's Name	
Child Care Coordinator's Phone Number	
Child Care Coordinator's Location	